DEPARTMENT OF THE ARMY
OFFICE OF THE SURGEON GENERAL
5109 LEESBURG PIKE
FALLS CHURCH, VA 22041-3258

REPLY TO
ATTENTION OF
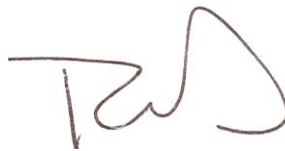
DASG-IMD

16 November 2004
(Updated: 13 Apr 06)

AHLTA SOP #6
Creating System Change Requests

1. PURPOSE: To establish policy for direct submission of System Change Requests (SCRs) through AMEDD channels, and to increase visibility of the SCR process.

2. REFERENCE: N/A

3. SCOPE: This SOP applies to all AMEDD users and MTFs.

4. DEFINITIONS:

A. System Change Request – A written request to change, enhance, add, or remove features in AHLTA. These changes could alter function, adjust workflow, or correct software issues.

B. Trouble Ticket – The method by which issues with AHLTA are raised for review. These issues are often identified while using AHLTA and may include concerns with software function or errors.

5. There are two SCR processes:

A. Trouble ticket process. This is the current process. Any user who has identified a concern informs the Help Desk (Tier 0 support). If the concern cannot be addressed locally, it is elevated and the issue may become an SCR. This may occur when user, clinic, or MTF knows they want to request a system enhancement, but the process may lead to lack of clarity regarding the actual desired outcome.

B. AMEDD SCR Form (new process). This process should only be used when the user knows they are requesting a system change or enhancement that is *not* patient- or time-critical. The trouble ticket process should be used for those occurrences. Keep in mind that a non-critical SCR can take up to 18 months for implementation, if the recommended change is accepted after Tri-Service review. The AMEDD SCR process is as follows:

1) User/clinic/MTF decides on desired system change.
2) User reviews SCR list at the AHLTA AKO Community webpage to determine if a similar SCR has already been submitted.

3) User completes SCR Form (attached), including as much detail as possible or desired outcome.

4) The form is emailed to david.freeman@se.amedd.army.mil or faxed to 706-787-4778.

5) AHLTA office reviews form and seeks clarification as needed.

6) SCR is posted to the AKO site for tracking.

7) SCR is forwarded to CITPO Program Office for Tri-Service review.

8) AHLTA Program Office tracks and posts updates to status on the AKO site.

9) Note: Whenever possible, similar SCR or those which lead to the same desired outcome will be combined.

6. The goals of this program are:
   A. Provide improved awareness of desired AHLTA enhancements.
   B. Expedite the review process.
   C. Provide for AMEDD-wide awareness and tracking of SCR.

7. Proponent for this SOP is the Program Office Director at Commercial 706-787-7165 or DSN 773-7165.

RON MOODY, MD
Program Director
AMEDD AHLTA Implementation
and Clinical Integration Office

AHLTA SYSTEM CHANGE REQUEST

Name: _____

Contact Email: _____

Location/Site: _____

Alternate POC: _____

Priority: _____   AHLTA Build/Version: _____   Date: _____

High - Jeopardizes patient safety, information security, or accomplishment of a mission-essential capability; no work-around exists.

Medium - Adversely affects accomplishment of an operational or mission-essential capability, or affects technical, cost, or schedule risks to the project or life-cycle support of the system, **however**, a work-around solution is known.

Low - Results in user & operational inconvenience or annoyance but does not affect a required operational or mission-essential capability; other changes or features considered "nice to have."

SCR Description (What problem(s) will this SCR resolve or what area/outcome of healthcare delivery will be improved?):

Briefly describe (if applicable) how this SCR will be used in normal clinical care:

NOTES:
Your assistance in helping to improve AHLTA is greatly appreciated. Please forward this form to the contact listed below. If you can include screen shots, that would be very helpful.

Please note that SCRs are reviewed at the TRISERVICE level. This SCR and others of a similar nature may be combined into a single unified SCR.

If further information is needed you will be contacted.

A list of known AMEDD SCRs is posted on the AHLTA AKO site, www.us.army.mil, Groups, CHCS II

CONTACT INFORMATION: Fax to 706-787-4778 or Email to David.Freeman@se.amedd.army.mil

Mr. Freeman is the assistant to the AMEDD AHLTA Program Manager.